

ABBREVIATED LIST OF SERVICES 2021

WELCOME

The Beach Delegation of the Mijas Town Hall, welcomes you to our town. Our main aim is to serve our neighbours and visitors efficiently, always seeking the satisfaction of their needs and demands, and for this we work to improve our services on a continuous basis.

So everyone can enjoy our beaches; we ask your collaboration and implication in carrying out good use of the wide range of supplied services and facilities, as well as respect for the environment and the rest of the users of the beach.

Thank you very much and enjoy our beach!

MANAGEMENT POLICY

The Town Hall of Mijas with the implementation of a Management System wants to offer its visitors a protected ecosystem with a high natural value, as well as quality services according to the requirements of these standards.

The Town Hall is committed, within its possibilities, to establish the technical and economical means necessary to stop pollution and carry out prevention measures, as well as eliminate as much as possible any impact on the environment as a consequence of your activities. It guarantees, in turn, a follow-up of all those activities carried out on the coast, establishing mechanisms for continuous improvement, in collaboration with all sectors of the municipality, ensuring the evolution of both the quality of the environment and the services provided.

In the development of the activities that take place on the Mijas coastline and on the beaches of: *Calahonda-La Luna Beach-Royal Beach, Alhamar Beach, Calahonda, Calahonda-Riviera Beach, El Bombo Beach, Cala Beach, Las Doradas Beach, El Chaparral Beach, and El Charcón Beach*, the Town Hall is committed to establish initiatives that ensure compliance of legal and regulatory requirements, as well as the user requirements or other requirements applicable to activities that are developed on the beach, as well as, promote the participation of all staff and users in the protection and improvement of the coast, through training and awareness mechanisms, and always with an emphasis on communication, at all levels.

The Town Hall regularly defines and evaluates the quality and the environmental objectives of the beaches, in order to promote its continuous improvement.

The coast belongs to everyone, that is why the Town Hall wants to involve everyone that uses the beach, as well as all those who carry out their activities on the beach, in the present project, promoting their collaboration, and seeking the satisfaction of all the people who in one way or another enjoy the beaches of Mijas.

In this line of environmental protection and quality, the rules and regulations that rule the beaches of Mijas are from now on, the following:

- The identification and evaluation of environmental impacts derived from the management of beaches, and this way, reduce or eliminate as much as possible, in order to prevent environmental pollution, and thus achieve the continuous improvement of the Management System.
- Compliance with current legislation and regulations, applicable to the integral management of the beaches of Mijas, as well as the quality of its waters and the services provided to users.
- Establish goals and provide the necessary resources, which will be reviewed and updated periodically by the delegate of the Beach Department, to ensure the continuous improvement of the environment and the prevention of pollution.
- Keep watching out to save natural resources, search to improve the quality of the processes carried out, minimizing the use of said resources using eco-efficiency methods.
- The implementation of environmental education and training plans continues with the aim of raising awareness among both the employees and the users of the beaches, in the protection of the coastal environment.
- Do not spare any effort to meet the needs and expectations of the users of our beaches, this way we will continuously increase their satisfaction.
- As well as committing to the continuous improvement of the Management System.

SERVICES:

- Rescue and Lifeguard service during Holy Week and from the 1st. of June to the 30th of September
- Surveillance and rescue hours: *11am to 8pm from Monday to Sunday. Easter week & May to 30th Sept.*
- Access via wooden and stone walkways .
- Beach areas equipped for persons with reduced mobility.
- Modules with services and changing rooms.
- Fountains with drinking water.
- Showers and foot-washes.
- Shaded area and public toilets for people with reduced mobility, assisted bathing when sea conditions permit.
- Bathrooms for people with reduced mobility.
- Daily cleaning and waste collection.
- Infrastructure maintenance.
- Establishment serving food and drink.
- Parking areas for people with reduced mobility.

RECOMMENDATIONS:

- Do not waste water.
- Do not use sound equipment that disturbs the peace of other users.
- Place waste/garbage in supplied containers.
- Camping is prohibited.
- No entry to unauthorized vehicles.
- Do not use personal care products in the showers.

- It is totally forbidden to light fires and barbecues on the beach.
- No pets are allowed on the beach during bathing season.
- Sports activities are only allowed in the designated areas.
- It is prohibited to navigate in areas marked for bathing.
- For your safety it is prohibited to swim in the sea when the red danger flag is flying.

PRECAUTIONS FOR A SAFE SUMMER

- Please obey the signal flags and indications of the Local Police and Life Guard Service. *Green Flag: ideal for bathing, Yellow Flag: precaution when bathing, Red Flag: It is Prohibited to bathe.*
- Do not leave children unattended. Request an identification bracelet from the lifeguard company.
- Be careful of dangerous sea conditions.
- From 12 noon to 4PM, be careful of the heat.
- Pay attention to the updated *Solar Radiation Index*.

ABOUT OUR COAST

The coast of Mijas has a sea bed with a large biodiversity with European, African, Atlantic and Mediterranean species. The seabed of Calahonda was classified as a Special Area of Conservation (SAC ES 6170030 Calahonda) in August 2015 to ensure the conservation of the habitats and the species that live in them, in an area of 1403.57 Ha. Its uniqueness is due to the shore of the natural range of habitat and home to unspoilt stretches, where abundant vegetation flourishes, especially the *Oceanic Poseidon*. Also of great value, is the existence of *Gorgonians* (a type of coral) and the fact that the area has cetaceans.

GOALS PLANNED FOR 2021

- Reach 80% satisfaction level of the user.
- Build a coastal walk from La Cala de Mijas to Fuengirola.
- Carry out 5 environmental education campaigns on the beaches.
- Shade zones on the beaches with universal accessibility.
- Assisted swim for people with reduced mobility or disabilities in Calahonda-Riviera Beach.
- Eliminate exotic plants and plantation of indigenous species on coastal areas.
- Recovery of river streams close to the beaches.
- Surveillance of beaches with drones.
- Renovate informative and environmental signs.
- Installation of new surveillance towers.
- Surveillance cameras “SMART City”.
- Assign areas to 65+ people in the main accesses to the beaches.
- Update beach bylaws.

ENVIRONMENTAL ASPECTS

There has not been any notable event that could be considered significant. The small incidents that may have occurred are within normal limits.

The quality of our seaside water has been analysed and is within the legal parameters that declare our waters suitable for bathing.

INDICATORS

There are a series of indicators established, with the aim of guaranteeing the quality of our services and that can be consulted in the extended service letter, available to the public from the Tourist Information Office, The Delegation of Environment and Beaches of the Mijas Town Hall.

On behalf of The Beach Department, we will continue working for the welfare and safety of our users.

USEFUL TELEPHONES:

Mijas Town Hall 952 48 59 00

La Cala Health Center 951 26 73 60

Las Lagunas Health Center 951 06 22 47

Hospital Costa del Sol 951 97 66 69

Sanitary Emergencies 061

Emergencies 112

Local Police 952 46 08 08 /952 46 09 09

Firemen 085

LIST OF SERVICES 2021

If you wish to have the 2021 List of Services of the beaches in Mijas with Q for Tourist Quality certificate, request it via email to medioambiente@mijas.es

COMPLAINTS AND SUGGESTIONS

The Town Hall has a system in which you can present your complaints and suggestions, this way we can evaluate the users satisfaction, be the person a resident or a visitor, user of our beaches; through which, you can give us your opinion and help us improve the services we provide. You can find the form at the Tourist Office or at Registry Department of any of the Town Hall offices of Mijas. If you would like to present your complaint or suggestion by email you can do so through the following email: medioambiente@mijas.es